

ILLINOIS

Consumer Sentinel Complaint Figures

January 1 - December 31, 2005

Total Number of Fraud and Identity Theft Complaints from Illinois Consumers = 26,022



Fraud Complaints from Illinois Consumers = 14,885

Top Fraud Complaint Categories for Illinois Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Internet Auctions	2,924	20%
2	Shop-at-Home/Catalog Sales	1,940	13%
3	Prizes/Sweepstakes and Lotteries	1,798	12%
4	Foreign Money Offers	1,460	10%
5	Internet Services and Computer Complaints	1,140	8%

¹Percentages are based on the total number of fraud complaints from Illinois consumers (14,885).

Amount Paid Reported by Illinois Consumers

Total No. of Complaints	Total Amount Paid Reported	Total Complaints Reporting Amt Pd	Percentage of Complaints Reporting Amount Paid	Average Amount Paid ²
14,885	\$19,190,241	10,754	72%	\$1,784

²Average amount paid is based on the total number of fraud complaints where amount paid was reported by Illinois consumers (10,754).

Top Illinois Consumer Locations for Fraud Complaints

Consumer City	Complaints
Chicago	3,065
Aurora	252
Springfield	240
Naperville	218
Rockford	208



IDENTITY THEFT
Data Clearinghouse



Identity Theft Complaints from Illinois Victims = 11,137

Identity Theft Types Reported by Illinois Victims

Rank	Identity Theft Type	Complaints	Percentage ¹
1	Credit Card Fraud	2,868	26%
2	Phone or Utilities Fraud	2,366	21%
3	Bank Fraud ²	1,671	15%
4	Employment-Related Fraud	1,464	13%
5	Government Documents or Benefits Fraud	1,100	10%
6	Loan Fraud	625	6%
	Other	2,676	24%
	Attempted Identity Theft	624	6%

¹Percentages are based on the 11,137 victims reporting from Illinois. Percentages add to more than 100 because approximately 20% of victims from Illinois reported experiencing more than one type of identity theft.

²Includes fraud involving checking and savings accounts and electronic fund transfers.

Top Illinois Identity Theft Victim Locations

Victim City	Complaints
Chicago	4,088
Rockford	180
Aurora	150
Elgin	132
Joliet	123